

UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF TEXAS

**Position Title: Information
Technology Technician**

Announcement Number: 2018-18
Location: Tyler, Texas
Grade Range: CL 24 - 26
Salary Range: \$36,645 - \$72,458
Depending on qualifications



U.S. District Court, EDTX
Human Resources
211 W. Ferguson Street
Tyler, Texas 75702
Opening Date: August 22, 2018
Closing Date: Open until filled

NOTICE OF VACANCY

The United States District Court for the Eastern District of Texas is a public service-oriented organization focused on providing exceptional customer service to the court, members of the legal community and the general public. Currently, we are seeking an innovative and experienced individual to serve as an **Information Technology Technician** for the U.S. District Court. The Information Technology Technician is part of the information technology team and provides specialized administrative and technical support. There are seven offices within the Eastern District of Texas: Beaumont, Lufkin, Marshall, Plano, Sherman, Texarkana and Tyler. Assignment of the position is in the Tyler office.

POSITION OVERVIEW AND DUTIES:

The Information Technology Technician is responsible for providing day-to-day front line technical support. Such support includes, but is not limited to, installing and configuring computer hardware, assisting with court developed and over-the-counter applications and performing routine troubleshooting. This position will provide similar support to end users district wide as needed. In addition, this position will provide primary IT training support for all divisions in the district. Representative duties include:

- Answer help desk requests received via phone, email and chat sessions. Diagnose, research and document solutions to these requests.
- Configure, deliver and install desktop and laptop computers, monitors, printers and related hardware and accessories, both locally and at remote divisional offices.
- Maintain hardware and software via installation of firmware updates, software updates and patches.
- Troubleshoot problems with the operation, performance and/or functionality of desktop application software and hardware.
- Provide on-call assistance for situations such as after-hours court proceedings, major network incidents (planned or unplanned) and any special projects.
- Conduct information technology orientation training for new users.
- Provide support for mobile computing devices, smartphones and remote access.
- Provide individualized (one-on-one) IT training, instruction and support, as well as in person group training.
- Perform all other related duties as assigned.
- This position requires some physical demands such as moderately heavy lifting.

MANDATORY QUALIFICATIONS:

- Experience with desktop operating systems such as Microsoft Windows 7 and 10.
- Experience with Microsoft Office 365 and O365 Pro Plus products.
- Experience with Microsoft Outlook.
- Experience with Microsoft Active Directory.
- Proficient in the use of mobile technology, specifically iPhone, iPad and MS Surface Pro, with the knowledge to train and assist judges and court staff in their use.
- Previous help desk and front line support experience.
- Superior troubleshooting abilities including network and Internet connectivity issues.
- Strong computer and analytical skills.
- Ability to remain calm and productive in stressful situations.
- Solid communication skills, time management and critical thinking.
- Ability to leverage the latest tools and technology in the daily performance of duties.
- Occasional district wide travel as needed.
- Highly self-motivated, dependable and able to be an immediate asset to the organization.
- Professional in both appearance and interaction with judicial officers, court staff and other agencies.
- Willingness to take ownership of assigned job duties and projects all the way through to a successful and timely completion.
- Well organized and able to make progress on multiple projects concurrently.
- Willing to provide after-hours support via rotating on-call schedule.
- Must be able to work during non-business hours as required to complete urgent projects or prevent disruption to court proceedings.
- Ability to maintain confidentiality, demonstrate sound judgment and handle sensitive material is essential.
- Demonstrated ability to exhibit the quality of judgment and temperament required of an officer of the judiciary, as indicated by integrity, trustworthiness and character.
- Must provide excellent customer service.

PREFERRED QUALIFICATIONS:

- A bachelor's degree in CS, MIS, other relevant field of study, or a minimum of five years of related work experience in lieu of a degree.
- Support experience with Apple Mobile iOS devices.
- Proficient in the use of multimedia development tools (such as PowerPoint) for creating presentations and training materials.
- Experience making group presentations and providing individual training.
- Familiarity with VMware virtual desktop and zero client environments as it relates to end users.

BENEFITS AND HIRING POLICIES:

The U.S. District Court falls within the Judicial Branch of the U.S. Government. Judiciary employees serve under "Excepted Appointment" and are considered "at-will" employees. As such, employment may be

terminated by either the employer or the employee with or without cause. Federal Civil Service classifications/regulations do not apply; however, court employees are entitled to similar benefits as other federal employees. These benefits include participation in the Federal Employees' Retirement System which contributes to the Social Security Retirement Program, the Federal Employees' Health Benefits Program, Federal Employees' Group Life Insurance Program, Thrift Savings Plan (similar to a 401k plan with employer matching contributions), paid holidays and annual/sick leave accrual. See the United States Courts website for an overview of [Federal Judiciary benefits](#).

CONDITIONS OF EMPLOYMENT:

Applicants must be United States citizens or eligible to work in the United States. All application information is subject to verification. The selected candidate will be subject to a background check as a condition of employment and will be hired provisionally pending successful completion of the background check. Unsatisfactory results may result in termination of employment. Court employees are required to adhere to the *Code of Conduct for Federal Judicial Employees*. This position is subject to mandatory electronic funds transfer for payroll direct deposit.

HOW TO APPLY:

Qualified applicants should send a cover letter (including a narrative statement of your background), a Judicial Branch Federal Employment (AO 78) application and a resume. The cover letter should be addressed to:

Jeanette Knight, Human Resources Manager
William M. Steger Federal Building and United States Courthouse
211 West Ferguson Street, Room 106
Tyler, Texas 75702

An application form can be obtained on our web page at: <http://www.txed.uscourts.gov/>. All documents should be submitted as a single pdf with the reference number (2018-18-Information Technology Technician-Tyler) in the subject line via e-mail to: hr@txed.uscourts.gov.

Incomplete applications will not be considered. Applications will be screened for qualifications and only the most qualified applicants will be contacted and selected for a personal interview. Skill and knowledge testing will be administered to candidates that progress beyond the initial interview process. Expenses associated with interviews or relocation will not be reimbursed.

The United States District Court Is an Equal Opportunity Employer.